

Questions of Clarification

RFP 021000000009

1. Page 9, Section J (Scope of Services)

- a. The second and fifth bullets require in-person and on-site work, yet they leave open the COVID-related possibility for remote training. Should our proposal assume that we will be traveling to Montgomery, or may we simply make our assumption and price the work based on that assumption?

Answer: If there are no travel restrictions, we prefer the training to be performed in person and not remote.

- b. For inspecting physical security, is it an option to use “Facetime” (as we have done with other clients) to conduct the physical validation virtually?

Answer: It is an option, but only if travel is not allowed. We prefer this assessment to be done in person.

- c. “A team of HIPAA experts should be assigned to PEEHIP in the event of an emergency by providing a call tree and escalation plan for after-hours emergencies.” Is there a specific expectation of availability and response time(s) for after-hours emergencies?

Answer: There should be an escalation call tree for the primary contacts and who to call if the identified contacts are not available (nights and weekends included).

- d. Will we be responsible for tracking yearly in-person compliance training for staff (participation/completion) or does PEEHIP have a method/system to do this? RSA Human Resources, not the selected vendor, is the responsible party for tracking yearly in-person compliance training for staff (participation/completion).

Answer: RSA will maintain training sign-in sheets for all in-person training classes and maintain training acknowledgment forms for online training.

2. Page 10, Section J (Scope of Services)

- a. The first bullet on this page addresses Board meeting attendance. How often does the Board meet, and what number of meetings should we assume in our pricing?

Answer: Our boards meet once per quarter. We do not anticipate the vendor being required to participate in the board meetings more than four times per year and probably just once a year.

- b. Can these Board meetings be performed virtually, while COVID abounds?

Answer: Yes

- c. Regarding "Identifying all information systems and communication networks that store, maintain, or transmit electronic PHI" Is there a high-level diagram or listing of major systems that you can share?

Answer: Yes, once a contract is signed.

3. Page 11, Section Q (Minimum Experience Qualifications)

- a. Our team has significant experience advising self-insured health plans around privacy/security that may not meet the 200,000 covered lives and \$750 million claims threshold. Will that literally disqualify us from consideration? Is PEEHIP only interested in experience where we have consulted and advised "self-insured" health insurance plans on its security and privacy practices?

Answer: Please provide your maximum number of covered lives and maximum amount of claims related to your clients.

- b. Why are the use of subcontractors not approved if a qualified consulting firm and a qualified law firm elect to jointly propose the work, a common arrangement when there are legal opinions required? Would a joint submission by two unrelated entities, i.e. an expert consulting firm and a qualified law firm be permissible under the terms of the RFP?

Answer: Per the minimum experience qualifications, subcontractors and joint ventures are not approved to bid on this RFP.

4. Page 12, Section 5. B. (Cost and Price Analysis)

- a. We understand "PEEHIP will only pay travel based upon State of Alabama rules and regulations." Can you provide vendors

with a current copy of the State of Alabama rules and regs pertaining to travel reimbursement?

Answer: Yes <https://oos.alabama.gov/info.aspx>

5. Page 13, Section II. B. d. (Cost and Price Analysis)

- a. The awarding of 25 points to the lowest price seems to provide an incentive for proposers to purposely assume fewer hours per task in order to win the 25 points, with no disincentive since, if they win, they will be billing actual hours. How does this procurement guard against this “low-balling” when it will eventually pay for all hours actually worked? This seems to disfavor serious proposers who honestly assign realistic hours to each task, if we are competing against a less ethical proposer who proposes fewer hours in order to win the 25 points, knowing they will still be paid for all hours they expend?

Answer: PEEHIP will score cost proposals as stated in the RFP.

- b. Could you please clarify how many policy handbooks would require updates to reflect changes in regulations and operating procedures? **Answer: Just the PEEHIP handbook.**